

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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MAY 20 2005

Appl. No. : 09/945,413 Confirmation No.: 2725
Applicant : Mark A. George and Cynthia L. Sturgeon
Entitled : Service Desk Data Transfer Interface
Filed : 31 Aug 2001
TC/A.U. : 2171
Examiner : Frantz Colby

Docket No. : 149-0119US
Customer No. : 29855

Commissioner for Patents
PO BOX 1450
Alexandria, VA 22313-1450

REPLY TO NON-FINAL OFFICE ACTION DATED 12/20/2004 AND AMENDMENT

In response to the Office Action of Dec. 20, 2004, please amend the above-identified application as follows:

- I. Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper.
- II. Remarks In Response to the Office Action begin on page 8 of this paper.